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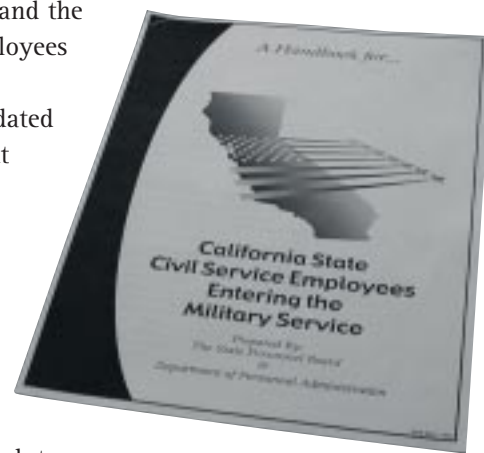
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Handbook for California State Civil Service Employees Entering the Military Service

By Daphne Baldwin

In the wake of the attacks on the World Trade Center and the Pentagon, many State agencies learned that their employees were called up to active duty in the Armed Forces or National Guard. Following the Gulf War, Congress updated and strengthened laws to provide strict job and benefit protections for employees who are called into active duty in the military. It is the State's policy to grant military leave according to State and Federal law and to provide certain benefits to employees granted such leave.

On December 17, 2001, the State Personnel Board, in conjunction with the Department of Personnel Administration, published an updated military handbook to provide State agencies with military leave information. State employees can obtain a copy of the military handbook from their central personnel office at their department. The military handbook was also placed on SPB and DPA Web sites. (www.spb.ca.gov and www.dpa.ca.gov)



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SPB's Council of Counsels Reestablished

By Elise Rose

SPB's Council of Counsels was reconvened after a long hiatus for its first meeting on November 27, 2001. The group was established to provide a forum for representatives of agencies, departments, employee representative groups and employees to receive and provide information regarding the operation of the Board's Appeals Division. The Board is hopeful that this group will assist us in fulfilling at least two of our organizational goals:

- The SPB will be responsive to and collaborative with the needs of its stakeholders
- The SPB will provide fair and impartial systems that are efficient, cost-effective and consistent with due process, for investigating, adjudicating, mediating, and otherwise resolving appeals

At the first meeting, Elise Rose, the Board's Chief Counsel provided the group with an update from the Board's Legal Division on a variety of topics including the recent decision of a superi-

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A Language Survey Reminder...

By Juana Lopez-Rodriguez

State agencies are required to conduct a biennial survey to determine the level of bilingual needs in each of their offices or units.

The language survey, mandated by the Government Code Section 7290-7299.8 Dymally-Alatorre Bilingual Services Act (Act), specifically determines the number of public contact positions in each State department or agency, the number of designated public contact positions by languages, and the percentage of non-English-speaking people served by local offices (broken down by languages). Departments also report the anticipated vacancies in public contact positions and the usage of contracted telephone-based interpretation services, according to the Act.

To assist State departments more accurately and effectively report their survey data and information, the SPB provided 8 survey-training sessions to 79 State departments. The training covered the survey criteria listed in the Act, the most frequently asked questions, and the revised survey forms and documents (all these documents can be downloaded from <http://www.spb.ca.gov/langsurvey/>). In addition, SPB also demonstrated the newly developed automated reporting on-line system.

Once departments have conducted the two survey weeks, they combine the totals on the Unit Summary Form, key the information into the system and complete the supplemental question-

naire available on the SPB language survey web page. Departments also need to submit their bilingual services departmental action plan. This plan outlines departmental compliance with the Act, and will:

- Correct any bilingual deficiencies identified in the language survey
- Determine the volume of translations the department produces to be in compliance with the Act
- Evaluate other pertinent information needed to understand the department's bilingual services program

The completed departmental action plan, Form D, Form E, a copy of the department summary with signatures, and the supplemental questionnaire are all due to SPB on or before March 29, 2002.

The SPB is committed to provide continuous support and guidance to State departments. If you have any questions regarding the 2001-2002 Biennial Language Survey, or need assistance to access the SPB Language Survey online system, call (916) 651-9017 to be connected to SPB's Bilingual Services Coordinator. ■



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or court judge invalidating MOU provisions for arbitration of disciplinary actions for Units 11, 12 and 13, the Court of Appeal decision invalidating the Board affirmative action statutes (*Connerly v. SPB*), the board's recent precedential decisions, and recently enacted legislation.

Bill Heal, Chief of the Appeals Division briefed the group on implementation of appeals division pilot projects, including multiple day hearings, fast track hearings, mediation options, etc.

The group was asked for and provided informal feedback on proposed regulations on the subject of whistleblower complaints, non-evidentiary discovery and mediation. The feedback provided was considered and some changes were subsequently made to the regulations.

The group also provided its views on whether the Board should formally provide opportunities for pre-hearing conferences to allow for settlement and for addressing pre-hearing issues that might allow the hearing to be completely more quickly.

The next meeting of the Council of Counsels is tentatively scheduled for March 7, 2002. ■

Board Member Retires from Distinguished Career

By Evan Gerberding



After a decade on the State Personnel Board and a lifetime of exceptional public service, Richard "Bud" Carpenter retires.

Mr. Carpenter served on the State Personnel Board since 1991 and was Board President for two years of his ten-year term. He joined the Board after a notable career in public service that began in 1939 in the San Francisco City Attorney's Office where Mr. Carpenter assisted their legislative representative in Sacramento. Later that year, the League of California Cities employed Mr. Carpenter as an Assistant Legal Counsel. In 1945, he was named the

League's Executive Director, their General Counsel in 1954 and Director of Legislative Affairs in 1973.

Mr. Carpenter represented California cities at all Regular and Public Special Sessions of the Legislature from 1939 until 1975, specializing in public and municipal law and administration.

In addition to his appointment to the Fair Political Practices Commission, Mr. Carpenter served as a member of the Advisory Panel on Federalism of the Eisenhower Commission on National Goals and served as a member of the California Constitutional Revision Commission.

"We extend to Bud our sincere appreciation for his stellar record of public service, and his outstanding contribution to the Board," says State Personnel Board Executive Officer, Walter Vaughn. "We have all benefited from his unparalleled experience and expertise." ■

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Questions relating to eligibility for military leave and the affect of those leaves on the employee's salary, vacation, sick leave, and seniority should be directed to Clarice Pace, Department of Personnel Administration at (916) 324-0439.

Questions relating to civil service examinations, list eligibility, appointment, reinstatements, probationary periods, and status should be directed to Daphne Baldwin, State Personnel Board at (916) 653-1529. ■

Court Rules Board of Adjustment Process Unconstitutional

By Dorothy Egel



On November 27, 2001 the Sacramento Superior Court struck down as unconstitutional provisions of

the State Bargaining Units 11, 12, and 13 memoranda of understanding (MOUs) that provide for the resolution of adverse action appeals by a "Board of Adjustment" (BOA) grievance and arbitration process without SPB review.

The court rejected arguments that the Legislature may eliminate the SPB's constitutional role in reviewing disciplinary actions or that the parties to a collective bargaining agreement can negotiate away the SPB's review of discipline. The court held that "allowing binding arbitration of state employee disciplinary actions without meaningful SPB review would facili-

tate the imposition of discipline in violation of merit principles with no opportunity for review by either the SPB or the courts," and that the available procedures and bases for challenging a decision of the BOA or an arbitrator do not ensure the protection of the merit principle.

The court order prohibits the Department of Personnel Administration (DPA), the California State Employees Association (CSEA) (representing employees in Bargaining Unit 11) and the International Union of Operating Engineers (representing employees in Bargaining Units 12 and 13) from: enforcing the provisions of the challenged MOUs and implementing legislation with respect to the review of disciplinary actions (taken against employees in Bargaining Units 11, 12, and 13) and rejections during probation (for Bargaining Unit 11); submitting any appeal of adverse action or

rejection during probation to the processes set forth in those agreements; and taking any other action to enforce the implementing statutes.

The court's decision confirms that employees who wish to appeal adverse actions may do so only by filing an appeal with the SPB under applicable statutes and rules. In the absence of such an appeal, an adverse action taken by an appointing power becomes final and may not be modified except by a decision by the SPB. Parties are encouraged to resolve their disputes, in cases not submitted to the BOA, by submitting stipulations for settlement to the SPB for approval as final and binding decisions of the SPB. ■

Note: This case is now pending in the Third District Court of Appeal

SPB's Select Advisory Panel on Policy, PRID and Appeals Has Initial Meeting



By Elise Rose

The State Personnel Board's Select Advisory Panel on Policy, PRID, and Appeals (SAPPPA) was established, pursuant to SPB's strategic plan, to provide a forum for the Board's stakeholders to provide input and guidance to the Board on issues central to the Board's constitutional role of preserving the merit principle in State government.

SAPPPA is comprised of invited individuals with experience in human resource issues and proven track records for effectively representing their constituencies

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before the Board on a wide variety of issues. The group was kept relatively small to facilitate discussion. The group meets quarterly to address an agenda of topics selected by the members of the group, the Board's executive staff, and the five-member Board itself.

The first facilitated meeting was held October 30, 2001, and was attended by group members as well as Board Division Chiefs. After tackling a number of organizational issues, the group was briefed on some of the current issues occupying the Board at the time and raised a number of its own issues including decentralized testing, workforce planning, CEAs, recruitment of medical professionals, state employment application question 5, reviewing minimum qualifications on class specifications and extending probation in cases where reasonable accommodation is an issue.

After the first meeting, SPB staff distributed minutes and provided follow-up information as requested. The five-member Board was advised of the topics addressed and feedback obtained. ■

SPB's Response to the Connerly Decision

By Bruce Monfross



During September 2001, California's Third Appellate District Court issued its decision in **Connerly v. State Personnel Board, et al.**, invalidating most of the State Civil Service affirmative action statutes (Government Code sections 19790 – 19799) Proposition 209 amended the California Constitution to prohibit the granting of preferences to any person or group of persons on the basis of, among

other things, race or gender.

The Board has already sent out a memorandum to agency and department directors regarding the impact of the Connerly decision.

In further response to the court's decision, the Board is proposing legislation and regulations to amend the invalidated statutes to assure equal opportunity within the parameters set forth by the Court. More specifically, the Board is proposing legislation and regulations that provide for broad outreach and other measures designed to enhance the employment opportunities for all persons in State civil service. Agencies and departments will still be required to collect data concerning the make-up of their work force and, in those situations where an underutilization problem is found to exist, the agency or department will be required to examine its hiring and promotion practices to determine if any of its practices have the effect of discriminating against one or more classes or persons. If a discriminatory effect is found to exist, the agency or department will be required to adopt strategies designed to eliminate such discriminatory practices. Such strategies will necessarily be flexible and can include, where appropriate, devising more accurate minimum qualifications for a particular classification, devising more accurate examinations, or engaging in broader, more effective outreach.

The Board is also reviewing and revising layoff regulations to assure that regulations are in accordance with the parameters set forth in the statute as interpreted by the Connerly decision.

The Board recognizes that these proposed changes constitute a significant departure from affirmative action programs of the past, and will require a great deal of effort on the part of each agency and department. In the end, however, it is anticipated that the revised practices will still assure equal employment opportunity while complying with the Court decision. ■

State Personnel Board Opposes Seniority-Based Hiring System

An Unconstitutional and Discriminatory Erosion of the State Merit System

The California State Employees Association and the Department of Personnel Administration have reached tentative agreement on provisions that will provide for filling vacant positions for Environmental Planner, Computer Operator, Office Assistant, Information Systems Technician, Fair Employment Housing Consultant, Associate Budget Analyst and many more State classes solely on the basis of seniority. Under the new "Post and Promote" processes, jobs in these classes will be awarded on the basis of seniority without consideration of the job-related qualifications of individual job applicants.

The State Personnel Board opposes these "post and promote" processes for the following reasons:

- Seniority is not job-related and the use of seniority as the sole decision point for appointments and promotions violates the State's constitutional merit requirement.
- Seniority-based appointments and promotions will discriminate against minorities and women.
- Seniority-based appointments and promotions will discriminate against younger better-qualified job applicants.¹
- Seniority-based appointments and promotions will result in a less-

qualified and less-capable State workforce.

Seniority Hiring is Incompatible with Merit

California's Constitution requires that appointments and promotions be based on merit (that is, on the basis of the qualifications of the applicants as related to the requirements of the job). Seniority is not based on merit, nor is it a job-related indicator of job success. Seniority is based simply on tenure in State service regardless of the job held, the level of jobs held, job performance, accomplishments, or actual skills possessed. While seniority is well correlated with age and tenure, it is not related to actual qualifications or proficiency for appointment or promotion. The State Personnel Board maintains that the State's constitutional merit system precludes the use of seniority as the sole determinant for appointment or promotion.

Seniority Hiring Disadvantages Well-Qualified Minorities and Women

Minorities and women are the youngest groups of State employees. Because seniority is so closely tied to age, these groups will tend to have the least amount of seniority and will be most disadvantaged by seniority-based appointments and promotions. Seniority-based appointments and promotions will give preference to more senior employees, regardless of

actual job qualifications. The average age of the State civil service workforce is 45.3 years. The State's youngest employee groups are Hispanics and Pacific Islanders. Both groups are expected to be significantly disadvantaged in a seniority-based appointment process. Native American, Asian, Black, and Filipino State employee groups are also younger than the "average" State employee and will be similarly impacted by a seniority-based appointment and promotion system.

Seniority Hiring Disadvantages Younger Better-Qualified Applicants

Younger better-qualified applicants will be denied employment and promotional opportunities under a seniority-based appointment and promotion system. Seniority-based employment decisions ignore actual job qualifications and reward longevity regardless of competency to perform in another job. The State's ability to recruit, hire, and retain younger better-qualified employees in the face of seniority-based hiring rules and in the absence of promotional opportunities will be severely compromised.

Seniority Hiring Will Result in a Less-Qualified Workforce

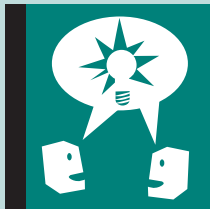
Productivity and efficiency in the State's workforce will diminish significantly as increasing numbers of less-qualified individuals are appointed and promoted at the expense of better-

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Test Talk

A Professional Development Program

By Tracy Ferrel



TV&C continues to offer *TestTalk*, a program of lunch hour, drop-in sessions and half-day seminars. These seminars

provide testing professionals with opportunities to expand their testing expertise, share ideas, and network with other testing professionals.

TestTalk sessions are FREE and available to anyone interested. The sessions are held at the State Personnel Board, 801 Capitol Mall, Room 150. No registration is necessary to attend any of the sessions – simply join us! ■

2002 TestTalk Program Schedule

Date	TestTalk 2002 Topics
March 13	Demystifying Examination Planning Basics: How to Determine Examination Bases, Eligible List Types, and Documentation Requirements
May 15	Tips and Techniques for Maximizing the Role of Subject Matter Experts in the Selection Process
July 17	Principles of Performance Testing: Measuring What Candidates Really Can Do – Half-Day Seminar, 8:30 to Noon (Free)
September 18	Proctoring: The Essentials of Successful Examination Administration
November 13	Interpreting the Bottom Line: What Test Results Really Mean

For more information on this program, contact Tracy Ferrel at (916) 651-7074 or by e-mail at tferrel@spb.ca.gov.

February 2002 – June 2002 Testing, Training & Seminars

Typing Tests

February 25 – 11:30 am & noon only
 March 11 – 11:30 am & noon only
 March 13 – all day
 March 18 – 11:30 am & noon only
 March 25 – 11:30 am & noon only
 April 3 – all day
 April 8 – 11:30 am & noon only
 April 22 – 11:30 am & noon only
 April 29 – 11:30 am & noon only
 May 6 – 11:30 am & noon only
 May 20 – 11:30 am & noon only
 May 22 – All day
 June 3 – 11:30 am & noon only
 June 10 – 11:30 am & noon only
 June 12 – All day
 June 17 – 11:30 am & noon only

Key Data Operator Testing

February 11, 19, 25, 26
 March 11, 12, 18, 19, 25, 26
 April 2, 8, 9, 22, 23, 29, 30
 May 6, 7, 20, 21, 28
 June 3, 4, 10, 11, 17, 18

Seminars

How To Get a Job – March 29, May 24
 Instructors – Jennifer Roche/Christina Perez

How to Prepare a Resume – February 8, April 12, June 7
 Instructor – Judy Callahan

How To Prepare for an Interview – February 22, April 26, June 21
 Instructors – Beverly Foreman/Mare Tennison

LEAP Seminar – January 11, March 15, May 10
 Instructors – Sandra Estrada/Judy Callahan

Examination Training

March 4, 5, 6, 7, 8
 April 15, 16, 17, 18, 19
 May 13, 14, 15, 16, 17
 June 24, 25, 26, 27, 28

Certification Training

March 20, 21, 22
 April 10, 11, 12
 May 8, 9, 10
 June 19, 20, 21

TV&C Corner



TV&C Welcomes a New Staff Member and Bids Adieu to Two Old Friends...

TV&C is pleased to announce the addition of its newest staff member, Tracy Ferrel. Tracy joins the unit as the new TV&C Manager. TV&C offers its sincere congratulations to Robin Bogdanich and Shelley Langan as they leave the unit. Robin leaves her role as a Test Validation and Development

Specialist for her new role as an Associate Personnel Analyst with the SPB's Policy Division. Shelley leaves her role as the Acting Manager of TV&C for her new role as the Manager of the Special Projects Unit, within SPB's Policy Division. Both Robin and Shelley have made significant contributions to TV&C, enhancing the State's selection system. Their expertise will be greatly missed. Congratulations to both Robin and Shelley!

FREE Publications and Resources Available...

TV&C continues to offer a medley of technical resources and materials on a variety of assessment-related topics. Here is a brief listing of available materials:

- TV&C's monograph series - *Getting Technical with TV&C...*
- Summaries of the *Uniform Guidelines on Employee Selection Procedures*, the *Standards for Educational and Psychological Testing*, and the *Principles for the Validation and Use of Personnel Selection Procedures*
- *Guidelines for Developing and Conducting Structured Hiring Interviews*
- TV&C's *Bibliography of Assessment-Related References*
- A variety of tutorial documents explaining the use and interpretation of examination statistics, including item analysis data and bottom line hiring statistics

To access any of these materials, simply visit TV&C's Web page at <http://www.spb.ca.gov/tvchome.htm> or contact any TV&C staff member.

Upcoming Professional Development Opportunities...

The 17th Annual Conference of the Society for Industrial and Organizational Psychology (SIOP) will be held April 12-14, 2002, in Toronto, Canada. For information regarding this event, visit SIOP's Web site www.siop.org or call SIOP at (419) 353-0032.

TV&C Staff Support...

TV&C staff continues to be available to assist you with a variety of testing and selection topics. If you have questions, concerns, or issues with which we can assist, please contact us. We are only a phone call or e-mail message away! ■

Tracy Ferrel, Ph.D. (916) 651-7074

tferrel@spb.ca.gov

Mabel Miramon (916) 653-1401

mmiramon@spb.ca.gov

Karl Jaeger (916) 653-1143

kjaeger@spb.ca.gov

Hilary Tuttle (916) 651-6690

htuttle@spb.ca.gov

Nicole Vaillancourt (916) 651-8974

nvaillancourt@spb.ca.gov

TV&C Web page address:

<http://www.spb.ca.gov/tvchome.htm>

Continuing with our tradition,

TV&C has developed another

puzzle for your gaming pleasure.

See the last page of this issue

of *Shared Solutions* to find our

latest puzzle – and, good luck!

2002 Regional On-Line Exam/Cert System Users Group Meetings

By Scott Crouch

The State Personnel Board's On-Line Consultation/Training and Data Processing Support Services Teams are gearing up for the next round of meetings. We anticipate holding the meetings in April and May 2002, and our tour includes stops in Southern California, San Francisco, and of course, Sacramento.

Don't miss this opportunity to personally meet with the staff who conduct the training classes and maintain the On-line Programs. We're interested in hearing your ideas on how we can improve the system to better meet your needs and sharing with you information about the latest system enhancements.

The Sacramento meeting is scheduled for April 2, 2002, from 9:00 a.m. – Noon, at the SPB, 801 Capitol Mall, Sacramento, in Room 150. We will notify you regarding the specific meeting dates, times, and locations for LA and SF via e-mail and ROPES. In the interim, feel free to direct your suggestions, comments, or questions concerning the On-Line System to Scott Crouch at (916) 653-0567, Calnet 453-0567, or e-mail scrouch@spb.ca.gov; or Gina McCann at (916) 653-1345, Calnet 453-1345 or e-mail gmccann@spb.ca.gov ■

The Road to Employment

By Jennifer Roche

The Road to Employment booklet contains a wealth of information related to State civil service employment and is utilized by the State Personnel Board at recruitment and community events to promote State careers. The booklet covers information such as, *How to Get a State Job*, *Departmental Testing Offices*, *Telephone User's Guide*, *State jobs for 4-Year Degrees*, *2-Year degrees* and *High School* education levels and other general employment information.

The SPB received enthusiastic feedback about the first edition of *The Road to Employment* booklet. Department representatives felt the booklet offered comprehensive information about State employment to the job seeker, eliminated the necessity of multiple brochures and ensured their

advertisements would be distributed widely at many recruitment events.

The *Road to Employment* booklet may be a cost-effective way to recruit candidates in a tightening economy. Departmental representatives can send the booklet to targeted candidates for hard to fill classifications. Candidates receiving the *Road to Employment* booklet are utilizing valuable, comprehensive information about California civil service employment and advertisements about specific departments and opportunities.

Presently SPB is offering State departments the opportunity to purchase ad space in the second edition and to order booklets for use at their recruitment events. The second edition is in the preparation stages and should

be ready for release March 2002. We are requesting that ads and orders be received no later than February 28, 2002. The first edition sold out quickly so please place your order today.

Department representatives interested in purchasing an advertisement and/or copies of the booklet can visit the SPB Web site at www.spb.ca.gov, click on Services and then Recruitment for Ad Placement Request Form. Also included on the SPB Web site is a Sample of the Booklet Cover and the Table of Contents. For questions or additional information, please contact Christina Padilla-Perez at (916) 653-1020 or Jennifer Roche at (916) 657-4322, TDD (916) 653-1498 or StateRecruit@spb.ca.gov. ■

State Application Changes

By Roberta Nishimura



The State Personnel Board has recently revised the State of California Examination and/or

Employment Application (STD 678). Six changes were made in order to clarify language on the application, and/or to comply with a recent Precedential Board Decision.

Question 5, Page 1, of the application was revised as follows:

- “Have you ever been dismissed or terminated from any position for performance or other disciplinary reasons? (Applicants whose dismissals or terminations were overturned, withdrawn [unilaterally or as part of a settlement] or revoked need not answer “yes”).”
- “If “Yes” to Question 5, give details in Item 12 and refer to the Instructions for further information.”
- The above change complies with the Board’s decision in the Matter of Richard C. Toby (SPB Case No. 00-1572).
- In conjunction with the change to Question 5, the instructions on Page 6 related to this question have been updated.

The definition of a “Disabled Person” on Page 5, of the

application has been changed to read as follows:

- “A person with a disability is an individual who: (1) has a physical or mental impairment or medical condition that limits one or more life activities, such as walking, speaking, breathing, performing manual tasks, seeing, hearing, learning, caring for oneself or working; (2) has a record or history of such impairment, or medical condition; or (3) is regarded as having such an impairment or medical condition.”
- The definition was changed to conform to the Americans With Disabilities Act.

Language was added to notify applicants of their rights related to inspection of examination papers. The new language, which appears at the bottom of Page 6, in the section titled, “Note”, states as follows:

- “Your rights to inspect your examination papers are set forth in Section 186-189 of Title 2 of the California Code of Regulations, which can be accessed on the State Personnel Board’s Web site at www.spb.ca.gov.”
- This addition was made in order to comply with Section 1798.17 of the Information Practices Act,



which states that, “each agency shall provide on or with any form used to collect personal information from individuals the notice specified in this section. Specifically, the above change was made to comply with 1798.17(h) which requires that the notice shall include, “The individual’s right of access to records containing personal information which are maintained by the agency.”

Question 6, Page 1, of the application requests information on applicants’ bilingual skills. This question was changed to read as follows:

- “In addition to English, list any other languages you:
 - a. possess verbal fluency in _____
 - b. possess written fluency in _____”
- This change was made to clarify and simplify the question for applicants. In addition, the change will provide an adequate amount of space for the applicant to note their responses to the question.

A box which allows applicants to provide their e-mail address was added to Page 1.

This addition was made to enable departments greater flexibility when contacting applicants.

Number 15, beginning on Page 2 of the application, asks applicants to list their employment history. For each entry, candidates are now asked to provide the name of their supervisor.

This addition was made to aid employment verification by hiring departments.



Many State departments have created their own customized scannable or on-line exam applications, which should be changed in accordance with the information outlined above. Per Government Code section 18720.1, the SPB is responsible for the review of all employment forms utilized by State agencies, including customized and on-line applications. Prior to duplication, please send your customized applications for review and approval to Daisy McKenzie, Manager, SPB Examination Services Unit, 801 Capitol Mall, MS 37, Sacramento, CA 95814.

We anticipate that the new applications will be ready around the first week in February, 2002, and will be available from the Forms Management Center, Department of General Services. Departments may no longer use the current paper or scannable versions of the application. Rather, until such time as the new paper

version is ready for distribution by DGS, and the new scannable version is ready for distribution by SPB, departments are directed to download and duplicate the on-line version of the application (<http://forms.spb.ca.gov/>).

If you have questions regarding the changes to the application, please contact Daisy McKenzie, Manager, SPB Examination Services Unit, at (916) 653-1232, or TDD (916) 653-1498. ■

News from the Technical Training Program

By Bill Groome



The Technical Training Program would like to congratulate the Fall 2001 graduates of the Selection Analyst Training Program. The following individuals will receive their *Certified Selection Analyst* plaques at the State Personnel Board meeting in Sacramento on February 7, 2002: Aaron Santos, Christina Lopez, Colleen Graham, Dierdre D. Gaines, Hua Chu,

Jeanne Krause, Jennifer Roche, Joyce Vierra, Karen DeGuire, Karl Jaeger, Lana Fairbank, Linda Sarabia, Mabel Miramon, Robin Bogdanich, Ruby Ewell, and Teresa Flores.

Once again the Technical Training Program is offering the Selection Analyst Training Program (Spring 2002 series) in Sacramento. The schedule of Selection Analyst classes is presented on the right along with our other classes being offered this Spring. Please contact us if you wish to enroll.

In addition to the hardcopy of the *Schedule of Classes* for July 1, 2001 – June 30, 2002, and our Web site at <http://www.spb.ca.gov/spbtrain/>, you can keep apprised of SPB activities, including Technical Training Program classes, at the SPB Outreach Events Calendar Web site at <http://exams.spb.ca.gov/spbcal.htm>. If you prefer to have a hardcopy of the Schedule of Classes for July 1, 2001 – June 30, 2002, please contact us at the numbers listed in this article.

Your suggestions and comments regarding the Technical Training Program are always welcome. To let us know how we can best meet your training needs, contact Bill Groome at (916) 653-1597 or Karen Pack at (916) 653-2085, TDD (916) 654-6336, Profs TS1A(PBWRG) or at our E-mail address ttp@spb.ca.gov.

To register for upcoming classes please complete an SPB-46 Program Registration form. The form is downloadable from the Web site in both Microsoft Word format and Adobe Acrobat Reader format at <http://www.spb.ca.gov/spbtrain/register.htm> or call us and we will FAX a blank form to you. FAX your completed Program Registration form to (916) 657-2502, and we will schedule you. We look forward to seeing you in one of our classes soon. ■

COURSE	DATE
Marketing the Value of a Sound Selection System	02/26/02
SPB Precedential Decisions	02/28/02
SPB Hearing Process	03/01/02
Supplemental Applications	03/04/02
Developing Interviews	03/11/02
EEO Counselor	03/12/02
Developing & Using	03/14/02
Written Examinations Interpreting Item Analysis	03/15/02
Work Sample & Performance Tests	03/19/02
Information Practices Act	03/20/02
Permissive Reinstatement and Transfers	03/26/02
Pass Point Setting.....	03/28/02
Developing & Using Low-Fidelity Exams	04/05/02
Chairing Interview Examinations.....	04/09/02
Scoring Models	04/12/02
Writing Personnel Actions	04/18/02
Utilizing Subject Matter Experts	04/23/02
Harnessing the Power Sexual Harassment Prevention	04/25/02
Chairing Interview Examinations.....	05/01/02
Medical Actions.....	05/07/02
EEO Investigator	05/14/02
SPB Hearing Process	05/21/02
Reasonable Accommodation & the ADA.....	05/29/02
What You Should Know as a Skelly Officer	06/06/02
Sexual Harassment Prevention	06/11/02
SPB Precedential Decisions	06/13/02

Questions, comments
or suggestions about
Shared Solutions can
be directed to:

Evan Gerberding

Phone: (916) 657-2904

E-mail address:

egerberding@spb.ca.gov

On Line Delivery

By Evan Gerberding



Because of our limited organizational resources, and in the interest of saving paper and reaching a wide and diverse audience, the State Personnel Board has begun producing our newsletter, *Shared Solutions*, exclusively on line.

If you would like to receive a quarterly notice that the latest *Shared Solutions* has been posted to our Web site, simply log

on to www.spb.ca.gov, click on "Services" then "Mailing List." Check "Newsletter" on the Materials Selection page. If you would like a hard copy of our newsletter, just download and print *Shared Solutions* from our web site on your local printer.

We are confident that this will be a convenient and effective format for delivery of our newsletter. ■



SYSTEM continued from previous page

qualified candidates. Better-qualified candidates will seek employment outside of State service rather than be passed over for jobs for which they are the most-qualified candidates. Over time, a non-meritorious, seniority-based appointment and promotion system will adversely affect the State's ability to recruit and retain better-qualified individuals and diminish the State workforce's ability to provide services to the public. ■

¹ For purposes of this article, younger individuals are those individuals aged less than the average age of the State workforce. Qualified individuals of all ages are valued in the State's hiring efforts. It is not the intent in presenting these statistical data to underrepresent the value of appointing and promoting older individuals in the State workforce.

Appeals Rolls Out Innovative Pilot Project

By Peggy Price



“Fast Track and Full Day/Multiple Day Hearing Setting” pilot projects are taking off at the State Personnel Board (SPB). Both programs result from meetings with respondent’s counsel, departmental management, administrative law judges, unions and appellants. The counsel request for more appeals case scheduling options was universal.

“We’ve sped up the scheduling process, to get people to hearing faster than ever before,” said Bill Heal, Chief of the Appeals Division. “The plus side is quick resolution of an appeal. The minus side is counsel finding they’re not able to prepare within such short timeframes,” he concluded.

Initial full day or 2-4 day settings may be requested when the parties confer and agree to the number of days necessary for the hearing, and provide dates to the calendar unit. The calendar unit can automatically grant these initial sets for one or two days. Sets of three or four days will be reviewed by the SPB’s Chief Administrative Law Judge or the Calendar Administrative Law Judge. Such requests will be granted if the ALJ agrees that more than two days are warranted. Case settings will be made within two consecutive weeks, up to two days each week.

Fast Track Hearings are limited to Sacramento sets where the entire hearing can be completed within one day. These cases will be set no sooner than two weeks, no later than four weeks from the time the SPB receives the mutual request. Both parties must be able to present their side within one-half day based upon a limited number of witnesses and incidents.

All parties receive a Special Setting Request for Expedited Hearing form with the case file acknowledgement letter. The form must be returned within 15 calendar days or the usual half-day set will be made. Want to take off even faster? Fax the form to the SPB Appeals Calendar Unit: 916-651-8949.

If you want to fly this pilot program, it’s easy to come aboard. Read the details about each project posted on SPB’s Web site: www.spb.ca.gov. ■

Welcome to the Board ...

Tracy Ferrel from Dept of Consumer Affairs

Robin Hope from Energy Commission

Rosalind Hyde-Zender from Dept of Justice

Jennifer Ahlstrom from Health Services

Laurie Gillihan from California Youth Authority

Manny Vargus from Caltrans

Marianne Hardin from Dept of Conservation

Whom Should I Contact?

Subject	Contact Person	Phone	E-Mail
Access to Item Bank or Exam Library	Mare Tennison	654-5844	mtennison@spb.ca.gov
Access to On-Line Cert/Exam & Exam Service	Rosemarie Lopez	653-0904	rlopez@spb.ca.gov
Appeals Information		653-0544	
Bilingual Services	Juana Lopez-Rodriguez	653-1721	jlopez-rodriguez@spb.ca.gov
CEA Allocations, Non-hearing Board Calendar, Resolutions	Pat Embly	657-2389	pembly@spb.ca.gov
CEA Examination Recordings	Irene Riego	653-1705	iriego@spb.ca.gov
Cert, List Usage & Veterans Points	Charlotte Robinson	651-8973	crobinson@spb.ca.gov
Civil Rights Office	Ted Edwards	653-1276	tedwards@spb.ca.gov
Contracts	Jerry Donel	653-1717	jdonel@spb.ca.gov
Demonstration Projects	Elizabeth Montoya	654-0842	emontoya@spb.ca.gov
Employment Center	Irene Riego	653-1705	iriego@spb.ca.gov
Illegal Appointments	Daphne Baldwin	653-1529	dbaldwin@spb.ca.gov
Information Technology Access & Scanning Services	Victor Mendoza	653-6234	vmendoza@spb.ca.gov
Internet Testing	Daisy McKenzie	653-1232	dmckenzie@spb.ca.gov
LEAP, ADA	Sandra Estrada	653-1262	sestrada@spb.ca.gov
On-Line Printer Problems	Emanuel Vargas	653-1733	evargas@spb.ca.gov
Policy Issues on: Exams, Re-employment, Status – Misc. Appointments, Separations, Transfers, Reinstatements (including CEAs and Exempts), Probationary Periods, Backdates, T&Ds, TAUs, Range Changes	Rosie Jauregui	653-1827	rjauregui@spb.ca.gov
Pre-employment Drug Testing	Rosie Jauregui	653-1827	rjauregui@spb.ca.gov
Psychological Screening	Sue Lupinetti	653-1258	slupinetti@spb.ca.gov
Quality Assurance	Martha Esmael	657-2654	mesmael@spb.ca.gov
Recruitment	Debbie Santos-Silva	653-7325	dsantos-silva@spb.ca.gov
Registration for On-Line Cert/Exam Training	Nicole Robinson	653-1517	nrobinson@spb.ca.gov
Registration for Technical Training	Karen Pack	653-2085	kpack@spb.ca.gov
Reimbursable Exam Services	Daisy McKenzie	653-1232	dmckenzie@spb.ca.gov
Rulemaking	Steve Unger	651-8461	sunger@spb.ca.gov
Selection & Policy Manuals Orders & Subscriptions	Janice Langford	657-2654	jlangford@spb.ca.gov
Technical Training Program	Bill Groome	653-1597	bgroome@spb.ca.gov
Test Validation & Construction	Tracey Ferrel, Ph.D.	651-7074	tferrel@spb.ca.gov

TV&C's Alphabet Soup

TV&C presents its latest challenge for your gaming pleasure! Your task is to solve each of the “puzzles” using the letters that are shown and the missing letters to come up with terms and concepts common to the testing/selection field. The letters R S T L N and E have already been inserted for you. Submit your completed puzzle to TV&C to be entered in a drawing to win one of our fabulous prizes. All winners will be selected randomly from the pool of correct entries.

Puzzle 1

	E	R	S		N		L		T			N		E	N	T		R	
--	---	---	---	--	---	--	---	--	---	--	--	---	--	---	---	---	--	---	--

Puzzle 2

	S	S	E	S	S		E	N	T		E	N	T	E	R
--	---	---	---	---	---	--	---	---	---	--	---	---	---	---	---

Puzzle 3

	R		T		N		E		E	R		S	E
--	---	--	---	--	---	--	---	--	---	---	--	---	---

Puzzle 4

	N	-			S		E	T	E		E	R		S	E
--	---	---	--	--	---	--	---	---	---	--	---	---	--	---	---

Puzzle 5

	E	R			R			N		E	T	E	S	T
--	---	---	--	--	---	--	--	---	--	---	---	---	---	---

Puzzle 6

			S			L				L		T	
--	--	--	---	--	--	---	--	--	--	---	--	---	--

Puzzle 7

L			-				E	L		T	
---	--	--	---	--	--	--	---	---	--	---	--

Puzzle 8

					T	
--	--	--	--	--	---	--

PRIZES:

- A free registration for a one-day SPB Selection Analyst training course
- A free *Getting Technical* with TV&C ...binder stocked with every issue in TV&C's monograph series
- A free copy of TV&C's *Development and Use of Structured Employment Interviews* manual

Entries must be received by March 29, 2002. Prize drawing will be held during the week of April 1, 2002.

Send your completed entry to:

State Personnel Board
Test Validation & Construction Unit
Alphabet Soup Game
801 Capitol Mall, ms-37
Sacramento, CA 95814
Or fax to: (916) 653-1353

Be sure to complete and submit the following information with your entry:

Name: _____ Phone Number: _____

Department: _____

Department Address: _____